

Family Case Coordinator
ASK Family Services

JOB TITLE: Family Case Coordinator
TIME/HOURS: 40 hours/week
FLSA STATUS: Non-Exempt
WAGE/SALARY: \$17.00 to \$ \$21.00 an hour
BENEFITS: Full
SUPERVISOR: Director of Operations
PROBATIONARY PERIOD: 3 months

PURPOSE:

The Family Case Coordinator provides support and resource management focused on each families' individual needs. In this role, the Family Case Coordinator builds partnerships with parents, youth and professionals, and is committed to promoting a non-judgmental and respectful attitude with regards to families, community partners, and service providers. The Family Case Coordinator focuses on the needs of the parent/caregiver and youth while helping promote self-efficacy.

ESSENTIAL JOB FUNCTIONS:

1. Meet, greet and welcome families to ASK services while building mutual respect, confidence and trust with family.
3. Provide non-judgmental support to families, community partners, colleagues, and other service providers.
4. Collaborate with families and other agencies to determine and achieve desired outcomes.
5. Integrate the strengths and culture of the family into the Individual Plan of Service (IPOS). Facilitate/coordinate the pre-planning process and the development of the person-centered plan based on individual family choices, needs and desires. Monitor and continually assess IPOS.
6. Maintain clinical files and documents as primary clinician per requirements of funding sources.
7. Customize helping approaches to fit the family's uniqueness, personality, culture and interest.
8. Inform, empower, and support families to effectively use ASK and other community services.
9. Assess and respond to immediate safety and stabilization needs of families served.
10. Provide advocacy for the individual family when needed while helping to develop skills that empower families to advocate effectively independently. Assist in linking/coordinating and securing basic needs, medical and dental care, entitlements and clinical services.
11. Utilize the family's expertise in problem solving and solution seeking.
12. Respond to needs of families served in a timely fashion.
13. Inform, introduce and link families to community supports, resources, natural supports, and services.
14. Summarize accomplishments and next steps collaboratively with the family and stakeholders.
15. Follow up with family to determine referral completion and satisfaction.
16. Communicate a sense of hope and celebrate successes as families complete ASK services.
17. Attend all required trainings.
18. Provides support to maintain individuals in their chosen, least restrictive environment.
19. Use creative engagement strategies with families and stakeholders.
20. Ensures the health and safety of individuals by coordinating, monitoring and linking all services, including ensuring case records demonstrate coordination with the Primary Care Physician and Qualified (Medicaid) Health Plans. Budgets, brokers and/or requests authorization for services as needed.

21. This position will be knowledgeable about and actively support 1) culturally competent, recovery based practices, 2) person centered planning as a shared decision making process with the individual, who defines his or her own life goals and is assisted in developing a unique path toward those goals and 3) a trauma informed culture to aid consumers in their recovery process.

23. Other duties as assigned.

EDUCATION AND REQUIREMENTS:

1. Lived experience as an individual or family member with behavioral health challenges preferred.
2. Strongly preferred licensure and designation: Licensed Bachelors Social Work (LBSW), Licensed Masters Social Work (LMSW), Temporary Limited License Psychologist (TLLP) or Limited License Psychologist (LLP) or Licensed Practitioner (LP) or Licensed Professional Counselor (LPC) or Social Service Technician (SST) and Qualified Intellectual Disability Professional (QIDP).
3. Minimum of Bachelor's degree in Psychology, Social Work or a related human services field. Minimum of one-year experience in the mental health field working with the target population, three years preferred.
4. Strong strengths based communication, human relations, time management and organizational skills.
5. Ability to successfully work with and embrace a diverse group of individuals and families.
6. Valid driver's license, access to and ability to utilize transportation in order to perform job activities.
7. Advanced computer skills, including word processing, database management, and e-mail.

Please send resume and cover letter by 09-24-18 to:
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